

CUSTOMER SUPPORT

1. Objective. As prescribed in AFI 38-201, *Determining Manpower Requirements*, this Air National Guard Manpower Standard (ANGMS) quantifies the full-time manpower required to accomplish the tasks described in the work center description.

2. Authority. AFI 33-series of Air Force and/or Air National Guard directives contain command policy and procedural guidance for the Customer Support work center. This ANGMS has been developed in accordance with procedures contained in AFPAM 38-208VI, *Air Force Management Engineering Program (MEP) Processes*, and is the result of a functional review.

3. Applicability:

a. This standard applies to all ANG flying units authorized a Customer Support work center, FAC 38B110, except as noted below:

- (1) 102 FW, Otis ANGB MA
- (2) 127 FW, Selfridge ANGB MI
- (3) 140 FW, Buckley ANGB CO
- (4) 184 FG, Wichita KS

b. This standard applies to peacetime operations only.

4. Standard Data:

a. Classification. Type II.

b. Approval Date. 1 June 1995.

c. Man-hour Data Source. Operational Audit (historical record and technical estimate techniques).

d. Standard Man-hour Equations:

(1) Units Without a COMSEC Account: $Y_1 = 10.77 + 0.1404X$

(2) Units with a COMSEC Account: $Y_2 = 155.8 + 0.1039X$

e. Workload Factors:

(1) For all units excluding the 114 FS, 134 ARG, 162 FG, and 189 AG:

(a) Title. A Traditional Guardsman Authorized.

(b) Definition. The total number of military authorizations supported. Use most recent 12 months average.

(c) Source. Total Authorizations by CBPO (34 Command File Part B) obtained from ANG/MPMD. From the line "Location Total For," obtain the count from the "Totals" column. From this count, subtract the student flight ("STU FT") population.

(2) For the 114 FS, 134 ARG, 162 FG, and 189 AG:

(a) Title. A Traditional Guardsman Authorized Plus An Average Student Man-Year Supported.

(b) Definition. The total number of military authorizations supported plus the average student man-years supported. Use most recent 12 months' average.

(c) Sources:

1. A Traditional Guardsman Authorized. Total Authorizations by CBPO (34 Command File Part B) obtained from ANG/MPMD. From the line "Location Total For," obtain the count from the "Totals" column. From this count subtract the student flight ("STU FT") population. For the 134 ARG only, add to this figure the number of staff members (Title 10s) supported. This count may be obtained from the Extended Unit Manpower Document, Command 2I, File Part A, maintained by ANG/SM.

2. An Average Student Man-Year Supported:

a. 134 ARG. From ANG/TE obtain the number of classes programmed for a year. (Count

only classes more than 30 calendar days in duration.) Multiply each class by the programmed class size. This figure should then be multiplied by the class duration. The preceding should be accomplished for each programmed class. Add the products for all classes and divide the results by 250.92 (average man-days per year). The resultant figure represents the average student man-years.

b. 162 FG and 189 AG. From the Programmed Flying Training (PFT), maintained by ANG/XOO, obtain the number of classes programmed for a year. (Count only classes more than 30 calendar days in duration.) Multiply each class by the programmed class size. This figure should then be multiplied by the class duration. The preceding should be accomplished for each programmed class. Add the products for all classes and divide the results by 250.92 (average man-days per year). The resultant figure represents the average student man-years.

5. Application Instructions:

a. The valid man-hour range for a unit without a COMSEC account is 443.24 to 1238.10. The man-hour range for a unit with a COMSEC account is 524.33 to 1429.12. Refer to Attachment 3 for a list of the units which have COMSEC responsibilities.

b. The application instructions are:

- (1) Obtain the most current value for the workload factors as outlined in paragraph 4e above.
- (2) Substitute these values for X in the man-hour equations identified in paragraph 4d.
- (3) Aggregate these man-hours with the man-hours resulting from the application of ANGMS 38A130 (Data/LAN/Communications). Divide the resultant man-hours by the appropriate civilian man-hour availability factor to determine the whole manpower requirements.
- (4) To determine the appropriate Air Force Specialty Code, refer to the Standard Manpower Table at Attachment 2 of this ANGMS.

c. This ANGMS is appropriate for use with all peacetime civilian man-hour availability factors.

6. **Statement of Conditions.** The conditions listed below had no effect on the development of this standard, nor will they affect future applications. Analyses of these levels of service indicate no manpower impact:

- a. Minimum response rates.
- b. Minimum manpower levels.
- c. Standardized crew complements.
- d. Safety considerations.
- e. Aircraft turn-around time.
- f. Length of waiting periods.
- g. Levels of backlog.
- h. Hours of operation.

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3 Attachments
1. Work Center Description
2. Standard Manpower Table
3. Equation Selection Worksheet

WORK CENTER DESCRIPTION

Customer Support

DIRECT:

1. COMMAND, CONTROL, COMMUNICATIONS, AND COMPUTER (C4) SYSTEMS JOB CONTROL:

1.1. PROVIDES CUSTOMER WITH SINGLE BASE LEVEL POINT OF CONTACT FOR C4 SYSTEMS INTERFACE. Provides a central point of contact for C4 action to include production control, scheduling, resolving resource conflict, assisting system user, reviewing work requirement, determining priority, and providing solution/advice to customer's problem.

1.1.1. ASSISTS CUSTOMER WITH TECHNICAL ADVICE AND WORK ORDER SUBMISSION. Provides technical assistance as the Small Computer Support Center or help desk. Provides a single point of contact for obtaining hardware and software assistance for small computer. Provides technical assistance/guidance on small computer management, implementation, and management of small computer users group. Acts as the liaison between the using organization and its Major Command (MAJCOM) Small Computer Technical Center. Assigns job control number or visual information work order number in accordance with appropriate regulation, if necessary.

1.1.2. PERFORMS ON-SITE TECHNICAL ASSISTANCE.

1.1.3. PROVIDES FOLLOW-UP ON MAJOR MAINTENANCE WORK ORDER.

1.1.4. DRAFTS BASE REGULATION/OPERATING INSTRUCTION (OI) ESTABLISHING C4 WORK PRIORITY:

1.1.4.1. PREPARES BASE REGULATION/OI ESTABLISHING NORMAL WORK PRIORITY FOR C4 SYSTEMS.

1.1.4.2. MAKES RECOMMENDATION ON ESTABLISHMENT OF EQUIPMENT RESTORATION PRIORITY.

1.2. COORDINATES C4 WORK:

1.2.1. COORDINATES C4 WORK REQUEST SCHEDULING. Schedules all Communications-Computer Systems (C-CS) maintenance actions, software assistance, Visual Information equipment usage, video and photo support in conjunction with Systems Branch Chief.

1.2.1.1. COORDINATES C4 MAINTENANCE AND SERVICE SCHEDULING PRIORITY. Through local guidance and coordination with Systems Branch Chief, establishes work priorities for C4 work request. Coordinates availability and dispatch of C4 technicians to accomplish emergency work.

1.2.1.2. CONDUCTS DAILY SCHEDULING MEETING WITH SENIOR UNIT PERSONNEL TO REVIEW WORK IN PROGRESS AND SCHEDULE NEW WORK.

1.2.1.3. MAINTAINS CURRENT STATUS OF C4 WORK. Maintains status of all C4 work in progress, scheduled, awaiting scheduling, awaiting manpower. Through a locally generated software program, maintains status of all C4 jobs within the unit.

1.2.1.4. PREPARES A WEEKLY/MONTHLY C4 WORK PLAN.

1.2.1.5. PREPARES, COORDINATES, AND MAINTAINS A MASTER PERIODIC MAINTENANCE INSPECTION SCHEDULE FOR ASSIGNED EQUIPMENT.

1.2.1.6. PREPARES, COORDINATES, AND MAINTAINS AN INTERNAL MAINTENANCE ACTIVITY INSPECTION SCHEDULE FOR ASSIGNED EQUIPMENT.

1.3. MONITORS C4 CANNIBALIZATION MAINTENANCE ACTION AS APPROVED BY THE SYSTEMS BRANCH CHIEF.

1.4. MAINTAINS A CURRENT INVENTORY OF C4 MISSION ESSENTIAL ITEMS WITHIN THE SQUADRON. Updates inventory after completion of each maintenance action.

1.4.1. MAINTAINS INVENTORY OF C-CS EQUIPMENT WITHIN COMMUNICATIONS FLIGHT.

1.4.2. MAINTAINS INVENTORY OF OTHER BASE C-CS EQUIPMENT REPAIRED BY COMMUNICATIONS FLIGHT.

1.4.3. MAINTAINS INVENTORY OF C-CS EQUIPMENT REPAIRED FOR GEOGRAPHICALLY SEPARATED UNIT (GSU) OR STATE HEADQUARTERS.

1.5. COORDINATES WITH OTHER FUNCTION FOR SUPPORT OF C4 EFFORT. Coordinates personnel, material, tool and equipment, facility, and technical data support required to reduce unnecessary downtime.

1.5.1. COORDINATES SCHEDULED/UNSCHEDULED MAINTENANCE WITH EXTERNAL AGENCY.

1.5.2. COORDINATES SCHEDULED/UNSCHEDULED MAINTENANCE WITH INTERNAL (ON-BASE) AGENCY.

1.6. ANALYZES/DETERMINES REQUIREMENT. Maintains and uses current trend analysis for determining requirement for communication maintenance, supply item, and equipment.

1.6.1. PERFORMS HISTORICAL TREND ANALYSIS ON MAINTENANCE ACTION.

1.6.2. PERFORMS HISTORICAL TREND ANALYSIS ON EQUIPMENT REQUIREMENT AND REFERS TO PLANS AND PROGRAMS.

1.7. COORDINATES AND PROVIDES TECHNICAL GUIDANCE. Coordinates with and provides technical and logistics guidance on C4 equipment to higher headquarters, base and tenant activity, and other organization or agency.

1.8. MAINTAINS PRIORITY C4 EQUIPMENT STATUS. Tracks status of actions which will cause a change in equipment status and other status actions designated by the commander or higher headquarters.

1.9. CONDUCTS CUSTOMER EDUCATION. Receives request from customer for familiarization/orientation on hardware/software operation.

1.9.1. PROVIDES VERBAL FAMILIARIZATION.

1.9.2. SCHEDULES/CONDUCTS PERSONAL CUSTOMER EDUCATION SESSION.

1.9.3. PREPARES/DISSEMINATES INFORMATION FOR CUSTOMER VIA THE LOCAL AREA NETWORK (LAN).

1.10. PREPARES/DISTRIBUTES/ANALYZES CUSTOMER SURVEY FORM.

2. MATERIEL CONTROL:

2.1. REQUISITIONS PART. Researches source of supply information to determine National Stock Number (NSN) or part number, proper nomenclature, quantity required, Technical Order figure and index, Urgency of Need Designator, Force Activity Designator, management code, make and model of communications equipment, and source code when available.

2.2. ORDERS PART:

2.2.1. ORDERS PART THROUGH BLANKET PURCHASE AGREEMENT (BPA). Orders part through BPA for non-stocked or out-of-stock part when time work stoppage condition would occur, and obtains approval from Maintenance Chief.

2.2.2. ORDERS PART THROUGH BASE SUPPLY. Orders part utilizing AF Form 2413, Supply Control Log, and AF Form 2005, Issue/Turn in Request, through base supply if applicable and documents action via issue, turn-in request, supply control log or computerized supply control log.

2.2.3. RESOLVES SUPPLY DIFFICULTY. Provides follow-up assistance on supply difficulty action and coordinates action with base supply, Air Force Materiel Command, local vendor, and/or item manager.

2.2.4. PREPARES DD FORM 1348-6, DOD SINGLE LINE ITEM REQUISITION SYSTEM DOCUMENT. Issues and processes non-NSN requisition form for local purchase and forwards to Contracting.

2.3. RECEIVES PART FROM SUPPLY:

2.3.1. RECEIPTS FOR PART. Signs receipt for part, verifies part against suspense file to ensure correct part, annotates suspense control card, and stores part for deferred maintenance as required.

2.3.2. VERIFIES PART TRANSACTION. Checks daily document register (DO4) for issue transaction of part status, and verifies validity of work order number, accuracy of unit of issue, and cost.

2.4. ISSUES PART. Issues part for scheduled and unscheduled maintenance.

3. C4 SECURITY. Maintains overall C4 security for the wing, base, GSU, and state headquarters.

3.1. MANAGES BASE C4 SYSTEMS EDUCATION, TRAINING AND AWARENESS PROGRAM (ETAP). Develops program and system security plan, and establishes effective controls over any classified or sensitive data in functional user's database.

3.1.1. TEACHES SECURITY AWARENESS.

3.1.2. PREPARES FOR, ARRANGES, AND CONDUCTS ANNUAL ETAP MEETING.

3.1.3. PROVIDES INITIAL ETAP UNIT MONITOR TRAINING.

3.1.4. PROVIDES ANNUAL ETAP STAFF ASSISTANCE VISIT TO UNIT.

3.2. PROVIDES TEMPEST BASE EDUCATION TRAINING. Trains the base populace in the requirements of the TEMPEST Program.

3.3. PREPARES MAINTAINING, PREPARING, AND PRODUCING EXECUTIVE REPORTS (MAPPER) SECURITY PROCEDURE. Maintains the integrity and security of MAPPER database element and information.

3.3.1. PROCESSES WEEKLY SECURITY VIOLATION REPORT.

3.3.2. MAINTAINS SECURITY OF PASSWORD/USER IDENTIFICATION (ID). Verifies and resets user password/ID.

3.4. MAINTAINS TELEPHONE SECURITY:

3.4.1. MAINTAINS SECURITY ON TELEPHONE SWITCH.

3.4.2. MONITORS TELEPHONE VOICE TRAFFIC WHEN NECESSARY.

3.4.3. PRINTS SECURITY REPORT, REVIEWS, AND TAKES NECESSARY ACTION ON SWITCH.

3.5. MANAGES COMPUTER FUNCTIONAL MANAGER (CFM) PROGRAM:

3.5.1. ENSURES CFM FROM EACH UNIT IS APPOINTED. Keeps supplement to applicable regulations current. Maintains current listing of CFMs.

3.5.2. KEEPS CFM ABREAST OF BASE/WING SECURITY ISSUE.

3.6. PERFORMS VIRUS DETECTION ACTION:

3.6.1. VERIFIES EXISTENCE OF VIRUS.

3.6.2. INVESTIGATES SCOPE OF VIRUS. Determines whether virus is centralized or has spread and interviews personnel to determine source of virus if possible.

3.6.3. CLEANS-UP VIRUS.

3.6.4. PREPARES AND SUBMITS VIRUS INCIDENT REPORT TO MAJCOM.

4. COMMUNICATIONS SECURITY (COMSEC) PROGRAM:

4.1. MANAGES COMSEC ACCOUNT:

4.1.1. COMPLIES WITH INSPECTION REQUIREMENT:

4.1.1.1. CONDUCTS ACCOUNT SELF-INSPECTION.

4.1.1.2. SUPPORTS COMMAND INSPECTION. Notifies affected agency, gathers material, arranges transportation and billeting for inspection team, accompanies command inspector at user location and COMSEC account, and attends briefing.

4.1.1.3. TAKES FOLLOW-UP ACTION ON COMMAND INSPECTION. Establishes suspense for corrective action, reviews corrective action taken for concurrence/nonconcurrence, submits subsequent follow-up report, prepares and submits close-out letter, and files inspection report.

4.1.1.4. PERFORMS USER INSPECTION.

4.1.1.5. TAKES FOLLOW-UP ACTION ON USER INSPECTION.

4.1.2. MAINTAINS RECORD. Reviews record, folder, or file content for compliance with directives and takes disposition action, as required.

4.1.2.1. MAINTAINS FOLDER.

4.1.2.2. MAINTAINS POLICY/PRECEDENCE FOLDER AND DISSEMINATION MESSAGE.

4.1.2.3. MAINTAINS ACCESS CONTROL RECORD.

4.1.2.4. MAINTAINS INSECURITY FOLDER.

4.1.2.5. MAINTAINS WAIVER FOLDER.

4.1.2.6. MAINTAINS COMSEC CERTIFICATION FILE. File includes maintenance modification certification file, equipment modification file, secure voice certification file, vault certification file, personnel certification file, user account file on each Unit Type Code (UTC), and continuity folder.

4.1.3. PREPARES/MAINTAINS EMERGENCY ACTION PLAN (EAP). Reviews EAP for currency and ensures all personnel working with COMSEC are trained.

4.1.4. REVIEWS COMSEC ACCOUNT REQUIREMENT. Reviews program document, COMSEC account holding, and Operations Plan/Operations Order for currency; determines adequacy of requirement; prepares and submits recommendation for change to action agency/controlling authority.

4.1.5. PROCESSES WAIVER REQUEST. Reviews, researches, and validates waiver request; prepares and submits waiver or recommendation to action agency; and monitors waiver status.

4.1.6. PROCESSES COMSEC INCIDENT REPORT.

4.2. PERFORMS COMSEC OPERATION:**4.2.1. CONTROLS COMSEC MATERIAL HANDLED THROUGH THE COMSEC MATERIAL CONTROL SYSTEM:**

4.2.1.1. REQUISITIONS MATERIAL. Validates request from user, prepares COMSEC request, and submits requisition.

4.2.1.2. RECEIVES COMSEC MATERIAL:

4.2.1.2.1. MEETS DELIVERY AGENT OR PICKS UP AT BASE INFORMATION TRANSFER SYSTEM. Prepares authorization letter/message for pick-up, arranges transportation, loads/unloads material, checks package, and validates receipt.

4.2.1.2.2. UNPACKS MATERIAL OR EQUIPMENT. Unpacks material and verifies completeness of content.

4.2.1.2.3. VERIFIES DOCUMENT AGAINST SHIPPING DOCUMENT:

4.2.1.2.3.1. PERFORMS UNSEALED DOCUMENT CHECK. Performs page check of unsealed document; identifies and marks sensitive page/document for destruction; stamps and signs document.

4.2.1.2.3.2. PERFORMS SEALED DOCUMENT CHECK. Checks sealed document.

4.2.1.2.4. PROCESSES RECEIPT VOUCHER. Stamps and signs completed receipt voucher; updates AFCOMSEC Form 14, COMSEC Material-Voucher and Package Register; notifies COMSEC Manager; submits receipt voucher to action agency; and files receipt voucher.

4.2.1.2.5. ADDS MATERIAL TO INVENTORY. Updates AFCOMSEC Form 16, COMSEC Account Daily-Shift Inventory, and/or AFCOMSEC Form 23, COMSEC Account Local Inventory Report. Inputs data into Computerized Management of COMSEC Material (CM2) computer program.

4.2.1.2.6. REPORTS DISCREPANCY IN SHIPMENT. Prepares and submits report of discrepancy to action agency.

4.2.1.2.7. DISPOSES OF OR STORES PACKAGING MATERIAL. Removes classified marking, checks residue for classified material, disposes of residue, and stores reusable container. Returns excess containers to originating agency.

4.2.1.3. TRANSFERS MATERIAL:

4.2.1.3.1. PREPARES AND SUBMITS TRANSFER CORRESPONDENCE. Reviews COMSEC requirement, reviews directed transfer requirement, prepares and submits transfer request, and notifies affected agency of two-person control shipment.

4.2.1.3.2. PULLS MATERIAL FOR TRANSFER.

4.2.1.3.3. PREPARES TRANSFER VOUCHER. Prepares unclassified/classified voucher, and updates AFCOMSEC Form 14 or Custodian Authorization/Custody Receipt Listing.

4.2.1.3.4. PREPARES MATERIAL FOR TRANSFER. Packages material, prepares packing label, and prepares shipping document.

4.2.1.3.5. PROCESSES MATERIAL THROUGH SHIPPING AGENCY. Arranges for transportation, loads/unloads material, verifies identification of shipping agent, transfers control of package to shipping agent, and obtains signed receipt.

4.2.1.3.6. INITIATES TRACER ACTION ON SF 153, COMSEC MATERIAL REPORT, IF NOT RECEIVED WITHIN PRESCRIBED TIME.

4.2.1.4. INVENTORIES COMSEC MATERIAL:

4.2.1.4.1. CONDUCTS SCHEDULED INVENTORY:

4.2.1.4.1.1. CONDUCTS DAILY/SHIFT INVENTORY. Gathers material, conducts daily/shift inventory of single-person and two-person control items, and updates AFCOMSEC Form 16.

4.2.1.4.1.2. CONDUCTS SEMIANNUAL INVENTORY. Gathers material, coordinates inventory schedule, compares inventory listing against holding, and performs inventory.

4.2.1.4.2. CONDUCTS SPECIAL/EMERGENCY INVENTORY. Prepares inventory list of all holdings, gathers material, coordinates inventory schedule, compares inventory listing against holding listing, and performs inventory.

4.2.1.4.3. PREPARES SEMIANNUAL INVENTORY CORRESPONDENCE. Prepares supplemental inventory listing, updates custodian list, reconciles inventory listing, prepares and submits semiannual inventory report to controlling agency, and takes follow-up action, as required.

4.2.1.5. PREPARES AFCOMSEC FORM 16 FOR FOLLOWING MONTH AND/OR CURRENT MONTH AND PRINTS FORM.

4.2.1.6. BACKS-UP CM2.

4.2.1.7. STORES MATERIAL. Prepares material for storage, seals package or container, places material in approved storage location, and updates AFCOMSEC Form 16.

4.2.1.8. ISSUES USER ACCOUNT'S MATERIAL:

4.2.1.8.1. REVIEWS USER ACCOUNT REQUIREMENT. Pulls user folder, compiles worksheet, and checks status document.

4.2.1.8.2. ANNOTATES DOCUMENT WITH STATUS. Ensures document is not superseded and contains effective date.

4.2.1.8.3. PREPARES MATERIAL/EQUIPMENT FOR ISSUE. Pulls material from storage location, updates inventory record, unwraps material as required, and monitors page checks of unsealed document by user.

4.2.1.8.4. PREPARES ISSUE DOCUMENT. Extracts information from source document to prepare SF 153, COMSEC Material Report, for each user account and verifies issue document against source document for accuracy.

4.2.1.8.5. PACKAGES MATERIAL FOR ISSUE. Organizes material based on user requirement and packages material.

4.2.1.8.6. UPDATES INVENTORY RECORD.

4.2.1.8.7. ISSUES MATERIAL OVER THE COUNTER. Notifies user for pickup, verifies identity and authorization of recipient, issues material over the counter, obtains copy of signed hand receipt, and updates inventory.

4.2.1.8.8. FILES HAND RECEIPT. Reviews SF 153 used as hand receipt for completeness, inserts in user folder, and files user folder.

4.2.1.8.9. RECEIVES RETURNED MATERIAL OVER THE COUNTER. Returns hand receipt, receives material, and updates inventory.

4.2.1.9. ROTATES MATERIAL IN SAFE. Moves material at appropriate rotation intervals to rotation location and updates inventory record.

4.2.1.10. PERFORMS MANAGER DESTRUCTION OF MATERIAL/EQUIPMENT:

4.2.1.10.1. PREPARES FOR DESTRUCTION. Reviews source document, verifies status, schedules for destruction with facility monitor, receives material from user, and arranges transportation as necessary.

4.2.1.10.2. PULLS MATERIAL TO BE DESTROYED. Pulls material from storage location, page checks material, verifies status, and updates inventory record.

4.2.1.10.3. PREPARES MATERIAL FOR DESTRUCTION. Prepares destruction certificate, removes staple, crumples, and containerizes material to be destroyed.

4.2.1.10.4. DESTROYS MATERIAL. Loads/unloads material; prepares destruction device, as required; places material in destruction device; ensures all material is destroyed; and cleans destruction facility, as required.

4.2.1.10.5. TAKES POST-DESTRUCTION ACTION. Signs destruction report, adjusts inventory record, and files destruction report.

4.2.2. PERFORMS REQUIRED READING CERTIFICATION/RECERTIFICATION. Reviews required directive, regulation, and publication; and certifies/recertifies action completed.

4.2.2.1. PERFORMS INITIAL CERTIFICATION/RECERTIFICATION.

4.2.2.2. PERFORMS TWO-PERSON LOCK CERTIFICATION/RECERTIFICATION.

4.2.2.3. PERFORMS TWO-PERSON CONTROL PROCEDURAL CERTIFICATION/RECERTIFICATION.

4.2.3. MAINTAINS COMSEC DOCUMENT. Posts message/printed amendment; verifies posting for accuracy; page checks residue; prepares SF 153, used as Destruction Report; destroys residue; and requests replacement material.

4.2.4. PERFORMS FACILITY PROTECTION:

4.2.4.1. PERFORMS INTRUSION ALARM TEST. Coordinates test with action agency and performs test.

4.2.4.2. PERFORMS SAFE/VAULT COMBINATION CHANGE. Maintains listing of safe/vault combination and changes combination, as required. Updates Standard Form 700, Security Container Information.

4.2.4.3. CONDUCTS ROOM AND AREA SECURITY CHECK. Performs opening and closing procedure.

4.2.4.4. CHANGES ENTRY ACCESS CONTROL COMBINATION. Changes monthly or upon personnel change.

4.3. PREPARES PROCEDURAL INSTRUCTION AND USER EDUCATION:

4.3.1. PREPARES, PUBLISHES, AND DISTRIBUTES COMSEC USER GUIDE/BROCHURE. Reproduces finalized copy of user guide, coordinates with user for pick-up, distributes, and obtains "signature of receipt" from user.

4.3.2. PROVIDES USER EDUCATION:

4.3.2.1. CONDUCTS USER EDUCATION/ORIENTATION:

4.3.2.1.1. PREPARES FOR USER EDUCATION/ORIENTATION. Researches material; prepares education/orientation outline; and schedules new user, two-person control, or two-person integrity user for education/orientation.

4.3.2.1.2. CONDUCTS USER EDUCATION/ORIENTATION. Sets-up classroom/presentation location, conducts customer education/orientation for new user, and documents attendance.

4.3.2.2. PERFORMS ASSISTANCE VISIT TO USER LOCATION. Reviews request, schedules visit, reviews user folder, arranges transportation, performs visit, and takes follow-up action, as required.

4.4. PERFORMS VICINITY TRAVEL. Performs vicinity travel to user, delivery agent, and destruction facility location to accomplish inspection, receipt of material/equipment, inventory, transfer of material/equipment, destruction of material, and assistance visit.

4.5. PERFORMS USER DEPLOYMENT COMSEC ASSESSMENT. Determines required security and special guidance.

4.6. MONITORS SECURITY CLEARANCE AND FORMAL CRYPTOGRAPHIC ACCESS FOR PERSONNEL WITH COMSEC RESPONSIBILITIES.

4.7. MAINTAINS CURRENT COMSEC PUBLICATIONS LIBRARY.

4.8. MAINTAINS COMSEC ACCOUNT FILE PLAN.

5. COMPUTER USER TRAINING:

5.1. DEVELOPS, COORDINATES, AND IMPLEMENTS USER TRAINING PROGRAM. Training covers the computer, software systems, programs, and procedures. Training may be accomplished through closed circuit television, interactive video, formal training classes, individual assistance, or through coordination and assistance from base level small computer users group.

5.2. FUNCTIONS AS CHAIRPERSON OF BASE LEVEL SMALL COMPUTER USERS GROUP. Coordinates meeting; prepares briefings, agenda, minutes and logistics; and conducts meeting.

6. BASE LEVEL MAPPER PROGRAM. Responsible for providing guidance, training, and assistance.

6.1 DETERMINES CUSTOMER IDENTIFICATION AND REGISTERS THE RUN. Decides on and assists with additional requirement for new application.

6.2 SERVES AS TECHNICAL ADVISOR FOR MAPPER. Establishes and implements procedure to ensure access is limited to authorized individual and organization.

6.3 COORDINATES WITH HOST MAPPER COORDINATOR.

6.4. PERFORMS REQUIRED TASK TO CONFORM WITH NEW MAPPER RELEASE. Tests release, reviews documentation, and prepares specific user guidance if required. Evaluates and makes recommendation to Guard Bureau Systems Manager on future modification/enhancement.

6.5. PERFORMS REQUIRED TASK TO CONFORM WITH MAPPER UPDATE.

6.6. REGISTERS TERMINAL.

6.7. TRAINS MAPPER USER.

7. SECURE TELEPHONE UNIT (STU-III):

7.1. ADDS, MODIFIES, OR DELETES DEPARTMENT, AGENCY, AND ORGANIZATION (DAO) CODE. Prepares and submits STU-III DAO Registration Form, User Representative Registration Form, and User Representative Privilege Registration Form.

7.2. MAINTAINS FILE. Maintains a file of National Security Agency (NSA) STU-III Bulletins, Air Force Command Authority Messages, NSA Keynotes, policy messages, regulations and other directives pertaining to STU-III operations and security.

7.3. RECEIVES STU-III FILL DEVICE/REQUISITIONS FILL DEVICE. Receives from delivery agent or registered mail. Unpacks device, processes receipt voucher, and stores fill device.

7.4. PREPARES FOR AND CONDUCTS STU-III USER EDUCATION/ORIENTATION AND INITIAL KEYING.

7.5. PREPARES FOR AND PERFORMS STAFF ASSISTANCE TO STU-III USER LOCATION. Reviews request, schedules visit, reviews user folder, performs visit, documents visit and finding, and takes follow-up action as required. Rekeys STU-III as needed.

7.6. ISSUES STU-III FILL DEVICE. Prepares voucher, completes crypto ignition key log, and issues fill device.

7.7. MAINTAINS USER ACCOUNT FILE. Sets up and periodically reviews user account file for content and compliance with directives, and takes action as required.

8. TRAVEL. Excludes travel connected with COMSEC duties.

8.1. PERFORMS VICINITY TRAVEL. Coordinates travel to work site, travels to work site, coordinates travel to work center, and returns to work center.

8.2. PERFORMS GEOGRAPHICALLY SEPARATED UNIT TRAVEL. Performs associated travel to and from GSU location.

9. INSPECTION:

9.1. GENERATES POLICY AND PROCEDURE.

9.2. INSPECTS/AUDITS COMPUTER SYSTEM HARDWARE/SOFTWARE SECURITY. Physically inspects system for computer security compliance and inventory.

9.3. PREPARES/SUBMITS INSPECTION REPORT.

9.4. FOLLOWS-UP ON DISCREPANCY AND ISSUES UP-CHANNEL REPORT.

10. COMPUTER RISK ASSESSMENT PROGRAM. Designates base computer systems security officer. Ensures internal security and risk management on base-wide computer systems. Manages risk analysis (RA) on computer system, deployed computer system, LAN, and interim RA on new equipment. Coordinates/schedules/conducts RA Team meeting. Ensures RA of system is considered prior to purchase of automated data processing equipment. Provides on-site training for unique system. Reviews and validates type accreditation.

11. TRADITIONAL GUARDSMAN PROFICIENCY TRAINING:

11.1. REVIEWS INDIVIDUAL TRAINING RECORD/JOB PROFICIENCY GUIDE AND DETERMINES AND SCHEDULES/TRAINING REQUIREMENT.

11.2. ANNOTATES AF FORM 623, TRAINING RECORD.

11.3. DEVELOPS/REVIEWS TRAINING PLAN.

INDIRECT:

II. SUPERVISION:

II.2. SUPERVISES PERSONNEL:

I1.2.2. DEVELOPS STANDARD PUBLICATION OR OTHER DIRECTIVE:

I1.2.2.2. DEVELOPS PERFORMANCE STANDARD OR CHECKLIST. Researches applicable document, develops draft, coordinates draft, and proofreads and signs final copy.

I1.2.3. DIRECTS WORK CENTER ACTIVITY:

I1.2.3.1. OVERSEAS WORK IN PROGRESS. Inspects and reviews subordinate's work.

I1.3. REVIEWS INCOMING DISTRIBUTION. Reviews incoming correspondence for information and necessary action, and marks for routing.

I1.4. REVIEWS OUTGOING DISTRIBUTION. Reviews outgoing correspondence for completeness and accuracy and signs.

I1.8. RECEIVES AND ASSISTS VISITING OFFICIAL. Receives official visitor, assists visitor in accomplishing task, escorts visitor throughout work center, and returns to work area.

I2. ADMINISTRATION:**I2.3. MAINTAINS UNCLASSIFIED CORRESPONDENCE FILE:**

I2.3.1. ESTABLISHES NEW FILE. Researches regulation, amends file plan, prepares file control label, and prepares new file folder.

I2.3.2. UPDATES FILE. Reviews file for currency, updates file plan, updates file control label, and updates file guide and folder label.

I2.3.3. FILES CORRESPONDENCE. Obtains correspondence from filing tray; marks, sorts, and files correspondence.

I2.3.4. REVIEWS FILE FOR DISPOSAL. Separates active file from inactive file, prepares material for transfer to staging area, and stores material for disposal.

I3. MEETING:

I3.1. PREPARES FOR MEETING. Gathers information, organizes material, prepares chart or slide, and practices presentation.

I3.1.5. PREPARES FOR WORK CENTER MEETING.**I3.2. CONDUCTS OR ATTENDS MEETING.****I3.2.5. CONDUCTS OR ATTENDS WORK CENTER MEETING.****I4. TRAINING:**

I4.4. RECEIVES TRAINING. Prepares for training, receives instruction, performs procedures, and takes test.

I5. SUPPLY:

I5.4. OBTAINS EXPENDABLE SUPPLIES. Determines need, researches stock number, picks up expendable supplies from supply custodian, and distributes supplies.

I7. CLEANUP:

I7.1. PREPARES WORK AREA. Places tool or equipment in proper location at beginning of duty period, and arranges area to conform with any sanitary, safety, or security requirement.

17.2. PUTS WORK AWAY. Stores tool or equipment in proper location at the end of the duty period and arranges area to conform with sanitary, safety, or security requirement.

17.3. CLEANS WORK AREA. Dusts, sweeps, mops, waxes, buffs, washes window, and performs other associated janitorial tasks.

17.3.1. CLEANS OFFICE AREA.

EQUATION SELECTION WORKSHEET

Unit	COMSEC	NO COMSEC	TELE SWITCH	NO TELE SWITCH
101 ARW	X		X	
103 FG	X		X	
104 FG	X		X	
105 AG	X		X	
106 RQG	X		X	
107 FG	X			X
108 ARW		X		X
109 FG	X		X	
110 FG	X		X	
111 FG		X		X
113 FW		X		X
114 FG	X		X	
116 FW		X		X
117 ARW	X		X	
118 AW	X		X	
119 FG	X		X	
120 FG	X		X	
121 ARW		X		X
122 FW	X		X	
123 AW	X		X	
124 FG	X		X	
125 FG	X		X	
126 ARW		X		X
128 ARG	X		X	
128 FW	X		X	
129 RQG		X		X
130 AG	X		X	
131 FW	X			X
132 FW	X		X	
133 AW		X		X
134 ARG	X		X	
136 AW		X	X	
137 AW	X		X	
138 FG	X		X	
139 AG	X		X	
141 ARW		X	X	
142 FG	X		X	
143 AG	X		X	
144 FW	X		X	
145 AG	X		X	

Unit	COMSEC	NO COMSEC	TELE SWITCH	NO TELE SWITCH
146 AW	X		X	
147 FG	X		X	
148 FG	X		X	
149 FG		X		X
150 FG	X		X	
151 ARG	X		X	
152 RG	X		X	
153 AG	X		X	
154 CG		X		X
155ARG	X		X	
156 FG	X		X	
157 ARG	X		X	
158 FG	X		X	
159 FG		X	X	
161 ARG	X		X	
163 ARG		X		X
164 AG	X		X	
165 AG	X		X	
166 AG	X		X	
167 AG	X		X	
168 ARG		X		X
169 FG	X		X	
171 ARW	X		X	
172 AG	X		X	
174 FW	X		X	
175 FG	X		X	
176 CG	X		X	
177 FG	X		X	
178 FG	X		X	
179 AG	X		X	
180 FG	X		X	
181 FG	X		X	
182 FG	X		X	
183 FG	X		X	
184 FG		X		
185 FG	X		X	
186 ARG	X		X	
187 FG	X		X	
188 FG	X		X	
189 AG		X		X
190 ARG	X		X	
192 FG	X		X	
193 SOG	X		X	